



A day in the life at Furr's - New editor of Furr's has bird's eye view of the operation

As a famished Furr's customer, dazzled by the serving line's delectable choices, I often wondered, "How do they produce so much beautiful food?"

Now I know.

Preparing to assume Gene Westerburg's job as editor of *The Candor*, I spent a day watching operations at Cafeteria #190, Lubbock. After unloading the truck at 8 a.m., Manager Mell Halford gave me a fast paced tour of her facility. Then I wedged myself into various nooks and crannies trying to stay out of everyone's way and still see what goes on.

It was a fascinating experience. Here are the things that impressed me most.

A small group prepares all that food. I thought it would take an army.

Each person is a specialist, knows his or her job and does it with no help or pushing from anybody.

Food preparation takes muscle. I've never seen such big pots and pans. Imagine what they weigh full of food! This is no place for wimps.

These experts enjoy their work. They whistled, sang, teased each other in passing, laughed - and not to impress the visitor. They were much too busy to remember they had one.

The kitchen is clean and uncluttered. I blush to recall the condition of mine during the preparations for dinner for four. The dish cleaning system left me awestruck.

What beautiful timing! Everybody knows the schedule and works with time in mind. The pace is fast but not frantic, yet everything is done only minutes before the first customer arrives -

and nobody's even breathing hard.

A standard excuse of men who don't want to take wives out to dinner is - "If you knew what goes on in restaurant kitchens, you would never want to eat out!"

Well, I know what goes on in Furr's - and I'm impressed.

Jacquelyn Smyers
Editor - *The Candor*

The first Bishop Cafeteria came to life in Waterloo, Iowa

Carl G. Stoddard, President of Bishop Buffets from 1928-1932, guided the company through the Great Depression in such a manner as to command the attention and admiration of many great business leaders of the country.

In 1931 he wrote the following, which appropriately established the basis for Bishop's success and pointed the way for continued progress for the company.

It was not the first cafeteria, however. There had been many before it, and they were popular too, for a while, but sooner or later they drifted into the "just ordinary" eating place. Apparently, operators had not yet grasped the true idea of cafeteria service.

But along came a Mr. B.F. Bishop, a person with wide experience as a caterer in the best clubs, hotels and restaurants in America, who believed that the principle of buying food for your body, which your eye dictated, was truly fundamental. Others before him had recognized this fact also, but as it is the usual custom of A Modern Business Person to rush in and take advantage of any newly found attraction, there were many failures. This method was not employed by Mr. Bishop. He had been through the role of personal catering from beginning to end, and had learned that "giving" not "taking advantage" was

the course to follow.

The cafeteria plan offered to patrons a generous advantage over the old way in that it permitted them to see the food before selecting it. The originators of this system felt that this new favor to patrons was sufficient to overcome all other evils commonly known to the ordinary caterer. Mr. Bishop, however, had learned from long experience that this was not true. The public deserved and demanded much more than this.

The patrons' wants, down to the very smallest detail, must be catered to, he always maintained, and where food and service were concerned, he was a post-graduate of the analysis of human desires. I quote him when he expressed his vision of the future Bishops: "Every service at my command must be extended to each and every guest." This thought so consumed his attention, that his every effort was directed toward its perfection.

At Bishop's someone is always there to make sure your coffee or iced tea is refilled, free of charge.



Bishop's dessert line is hard to pass up, especially for smaller customers.

Eleven years have passed. There are now seven Bishop Cafeterias, which enjoy the patronage of thousands throughout Iowa, Illinois and the entire USA. This good will brings to us all genuine pleasure, and we shall always strive to deserve and maintain it.

Eleven years, after all, is merely a beginning and it is plainly evident that if we are to continue our progress, we cannot for a moment depend upon our past achievement, but we must ever strive to reach a greater degree of perfection in our food and "extend every service at our command to each and every guest."